

POLICE DEPARTMENT

City of Mountain Home – Job Announcement

The City of Mountain Home is an Equal Opportunity Employer – we will make any reasonable accommodation necessary to ensure equal employment opportunities

- 1) A criminal background check is required for all City of Mountain Home positions.
- 2) The City of Mountain Home does not accept unsolicited resumes.
- 3) A separate application must be submitted to apply for another open position in the City.
- 4) Only completed applications with work history will be accepted.
- 5) A resume may accompany the City application but will not be substituted for any part of the application.
- 6) Accompanying resumes must refer to the specific job posting in order to be considered.
- 7) Applications must include complete work history and references.
- 8) Applications will not be accepted by fax.
- 9) Interviews will be set up by the Department.

POSITION DETAILS:

Date Posted: 5/31/24	Department: Police	Title: Communications Officer
Posting Expires: 7 Days	Location: 9-1-1 Center	Grade & Status: Grade 8 FT
Contact Phone: 870-425-6336	FLSA: Non-Exempt	Salary Starting: \$15.48
DAYS & HOURS OF OPERATION:	Overnight shift including weekends and holidays.	

WHERE TO APPLY (in person or via us mail): Police Department – 424 West 7th Street
Mountain Home, AR 72653

APPLICANTS MUST BE 18 YEARS OF AGE OR OLDER. APPLICANTS MUST MEET OR EXCEED ALL REQUIREMENTS.

JOB SUMMARY:

The Communications Officer works under direct supervision of the Communications Sergeant and is responsible for dispatching police, fire and E.M.S. personnel. This position is non-sworn, governed by department policies and procedures, and must always work with civility and professionalism.

ESSENTIAL DUTIES:

- a) Monitors telephones and radio in the communications center, answers all incoming calls and ascertains nature of call, and gathers all necessary information to transmit or relay; and performs radio checks with officers in the field to check on their well being and location.
- b) Dispatches police, fire, ambulance, wreckers and other response vehicles for emergency responses; perform dispatch functions for other police, fire and EMS departments in the county; contacts all required personnel, city departments and other law enforcement agencies in the event of an emergency situation; and notifies all department supervisors in the event of an emergency.
- c) Maintains logs on radio and telephone communications and tapes pertaining to 911 and other emergency calls; takes complaints over the telephone and enters them in the computer; and provides departmental training for communications officers.
- d) Operates the Arkansas Crime Information Center (ACIC)/National Crime Information Center (NCIC) terminal by performing entries and deletions of data; enters and receives inquiries, warrants, and messages for officers in performance of their duties; conducts regularly scheduled ACIC/NCIC audits; maintains logs and paperwork on ACIC/NCIC equipment; operates a variety of office equipment; and maintains the communications center work area and equipment in clean and working condition.
- e) Carries out duties in conformance with federal, state, county, and city laws and ordinances.
- f) Prepares a variety of reports and records.
- g) Performs related responsibilities as required or assigned.

SPECIAL JOB DIMENSIONS:

Dispatch personnel are subject to call out during emergency situations.

KNOWLEDGES, SKILLS AND ABILITIES:

- a) Knowledge of general office practices.
- b) Knowledge of grammar, spelling, and punctuation.
- c) Knowledge of record keeping systems.
- d) Knowledge of basic arithmetic.
- e) Knowledge of basic computer skills.
- f) Knowledge of security systems, procedures, and policies.
- g) Knowledge of emergency communication protocols.
- h) Ability to answer the telephone, greet visitors, and provide information and assistance.
- i) Ability to maintain filing systems and research files to verify data in various forms and documents.
- j) Ability to operate standard office equipment.
- k) Ability to operate radio, and other dispatch and communication equipment.
- l) Ability to answer emergency calls and route to the appropriate department personnel.
- m) Ability to communicate effectively orally and in writing.

The above information is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities and/or requirements.



Hillrey Adams, Mayor

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